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Point to Point
Transport Commissioner

Industry newsletter Easter 2024

Dear Industry Members,

This email will contain information including:

Important updates

- Safe travel over the Easter long weekend

New to the website

- Media release on touting conviction
- Extension of driver tenure
- Compliance operations in regional NSW

What's new in the Learning Centre

- Child restraint fact sheet
- Tourist operators podcast and fact sheet

Commissioner's highlights

- NSW Taxi Council State Conference
- Industry Reference Group meeting

What's coming up

- Wheelchair Accessible Taxi Roundtable
- Wheelchair Accessible Vehicle - Information Sessions

Important updates

Safety across the Easter long weekend

- With Easter approaching, service providers need to make sure their drivers are aware of the greater risk of road incidents that comes with more vehicles on the road due to long weekend travel.
- Over Easter, driver fatigue and hazards caused by heavy traffic queues also increase. Everyone in the industry should take extra care on the roads and always drive to the conditions.

- Please be patient, drive safely, and take regular breaks. For the latest traffic information, download the [Live Traffic NSW](#) app or visit livetraffic.com
- Now is also a good time to remind drivers of their safety obligations, the processes and procedures on driver fatigue in your Safety Management System, along with the dangers of driving tired. See our [fact sheet](#) on managing driver fatigue for more information.

New on our website

Driver convicted of touting at Sydney Airport

- Recently a driver was found guilty at the Sydney Downing Centre Local Court of two separate offences of touting and soliciting for a passenger at Sydney Airport.
- As the driver now has two convictions for touting and soliciting, the driver is disqualified from driving in the point to point transport industry.
- Touting and soliciting is a serious safety offence - hire and rideshare vehicle drivers must not offer a passenger service to a person who does not have a prior booking. Taxi drivers should only allow passengers to enter their vehicles when they are at a taxi rank, have been hailed or when the passenger has made a booking in advance.
- You can read more about this conviction [here](#).
- Our website also has an informative fact sheet on touting and soliciting that can be shared with drivers, you can find it our [Learning Centre](#).

Extension of driver tenure

- Industry representatives continue to report a shortage of drivers across NSW, and the Commissioner continues to talk to providers to support driver availability.
- In late 2022, the Commissioner announced a temporary change to driver licence tenure requirements to support an increase in driver availability.
- This exemption allows people who have held an unrestricted Australian driver licence for a period of 12 months in the previous 4 years to provide passenger services.
- This change led to around 1000 drivers returning to the industry. To continue to support industry, this exemption has now been extended to 1 April 2025.

Compliance activity in the regions

- The Point to Point Transport Commissioner has Authorised Officers based across the state, and they frequently conduct compliance operations at major events across NSW to ensure the safety of point to point transport passenger

services.

- The team has kicked off the year by undertaking compliance activities at major regional events across the state, notably, the Parkes Elvis Festival, the Tamworth Music Festival, the Bathurst 12 Hour Race, and the Thrifty Bathurst 500, just to name a few.
- You can read more about it [here](#).

What's new in the Learning Centre

Child restraints fact sheet



- The [child restraints factsheet](#) is now live on our website
- To ensure the safety of our youngest passengers, when passengers travel with babies, infants or children (up to age 7) in a taxi, hire vehicle or rideshare, there are child restraint requirements that must be followed

Tourist Transport Operator fact sheet and podcast



- Our Tourist Transport Operator [factsheet](#) has recently been added to our website
- This fact sheet will help tourist transport operators understand the role of point to point transport and what they need to do to become authorised and comply

with specified safety standards and obligations.

- Our latest [podcast episode](#) also offers insight into being a tourist transport operator. It features two experienced tourist transport operators, Mitch Crump, and Geoff Ferris about the range of tourist transport operators in NSW, and the requirements of providers under point to point transport law.
- You can listen to this episode and all our podcast episodes by visiting our [website](#).

Commissioner's highlights

NSW Taxi Council State Conference



- On Monday 18 March, Anthony Wing presented at the NSW Taxi Industry State Conference 2024 'Collaborate & Accelerate', where he shared insights on growth across the point to point transport industry, with more than 68 million trips taken last year, and highlighted the work he and his staff are doing to hold industry to account for their safety obligations and keep the industry safe and address collaboratively emerging issues.
- Follow us on [LinkedIn](#) for more information and photos from the day and future updates.

Your assistance means the world - Industry Reference Group meeting



Pictured L-R Jennifer Moon (Guide Dogs ACT/NSW), Alison McMorland (Shebah), Jaci Armstrong, daughter Eloise and guide dog Bess, Anthony Wing (Point to Point Transport Commissioner), Tamara Searant, Nick Abraham (NSW Taxi Council and NSW Disability Reference Group)

- In February, the Point to Point Transport Commissioner held a special meeting with some of NSW's largest service providers to discuss what is being done across the industry to ensure passengers travelling with an assistance animal, or assistance animal in training, are never refused a trip.
- Special thanks to Guide Dogs NSW/ACT's Jen Moon, Jacqui Armstrong and her guide dog, Bess, and Tamara Searant, for joining the meeting to share with the group the importance of being able to catch safe and accessible taxis, rideshare and hire vehicles, and the impact of being refused a passenger service.
- Service providers should remind their drivers that any driver who is providing passenger services in a taxi or hire vehicle (including rideshare) cannot refuse to transport a passenger with an assistance animal or an assistance animal in training.
- Our website has an [Assistance Animal Toolkit](#) available for everyone that provides a range of resources to educate the industry on their safety obligations.

What's coming up

Wheelchair Accessible Taxis (WAT) Roundtable with Minister Aitchinson and Minister Washington

- On Tuesday 2 April the Minister for Regional Roads and Transport, Jenny Aitchinson along with the Minister for Disability Inclusion, the Hon Kate Washington, will be holding a WAT Roundtable in Wagga Wagga followed by another regional WAT Roundtable in Ballina on 11 April to hear from people with disability, industry and disability groups about their experiences and to address the decline in wheelchair accessible service in regional areas.
- The Commissioner, Anthony Wing, will be attending both roundtable events to continue working with the Minister, Transport for NSW and these groups to

consider solutions to the current WAT availability issues.

Wheelchair Accessible Vehicle (WAV) Information Sessions

- To support our work to ensure the safety of wheelchair accessible services across NSW, the Commission is running a series of public facing safety-focused information sessions aimed at highlighting to the public the strong safety laws that WAV providers and drivers must comply with and answer questions they may have regarding WAV passenger services.
- The Commission has already run two sessions in Dubbo and Wyong, they were well attended by local community members, hospital staff, age care home staff, council representatives and people who travel with disability.
- The next sessions will be held in Tamworth on 30 April and Coffs Harbour on 14 May you can register your interest through our [website](#).
- More sessions are coming up throughout 2024, keep a lookout on our website for additional events.

Like our newsletter?

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